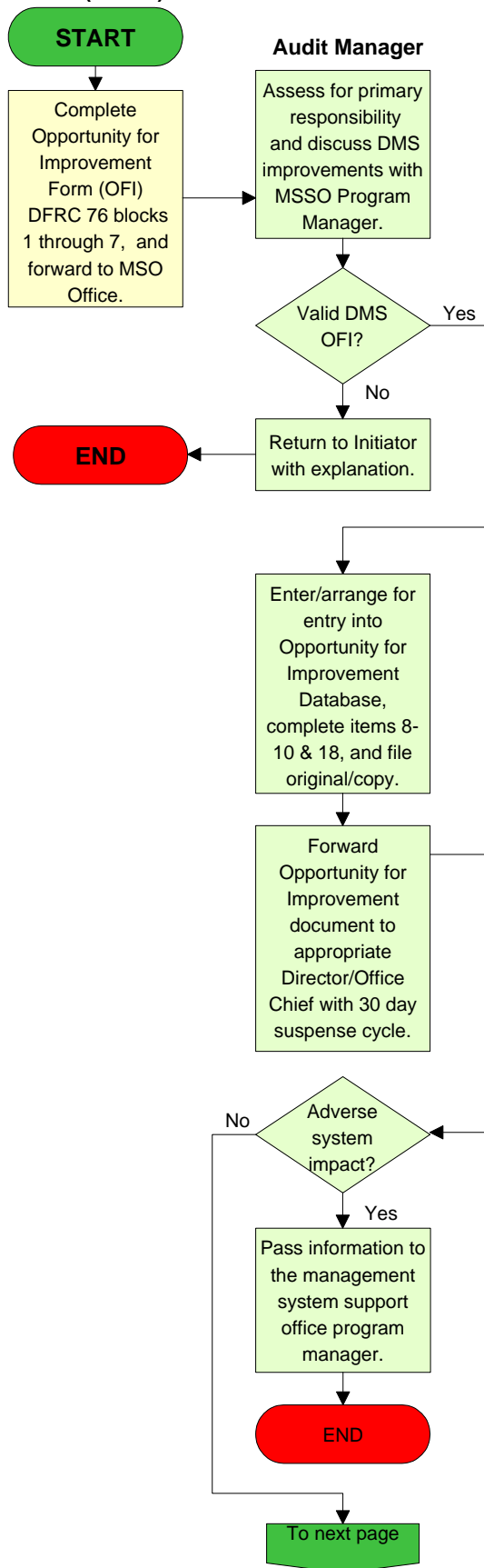


## Initiator (Note 1)



## MANAGEMENT SYSTEM PREVENTIVE ACTION AND OPPORTUNITY FOR IMPROVEMENT

Dryden Flight Research Center

DCP-X-003

Revision: E

### Objectives:

- to ensure that customer comments are addressed quickly
- to ensure that management system improvements are taken
- to implement an escalation system when action is required
- to monitor changes to the management system to prevent adverse effects
- to promote a user friendly system to improve the DFRC Management System (DMS)
- to avoid similar problems being worked in multiple directorates or offices
- provide input to Management Review for possible Preventive Action
- to implement an escalation system when corrective actions not taken

Electronically approved by  
Assistant Director for Management Systems

### Reference:

#### Preventive Action

-Action taken to eliminate the causes of a potential nonconformity in order to prevent occurrence

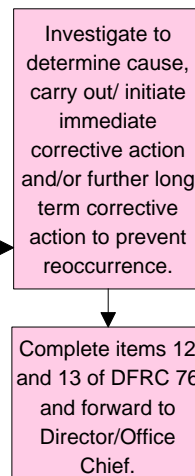
#### Opportunity for Improvement

-Action taken to improve the management system through employee ideas and external customer comments

### Note 1:

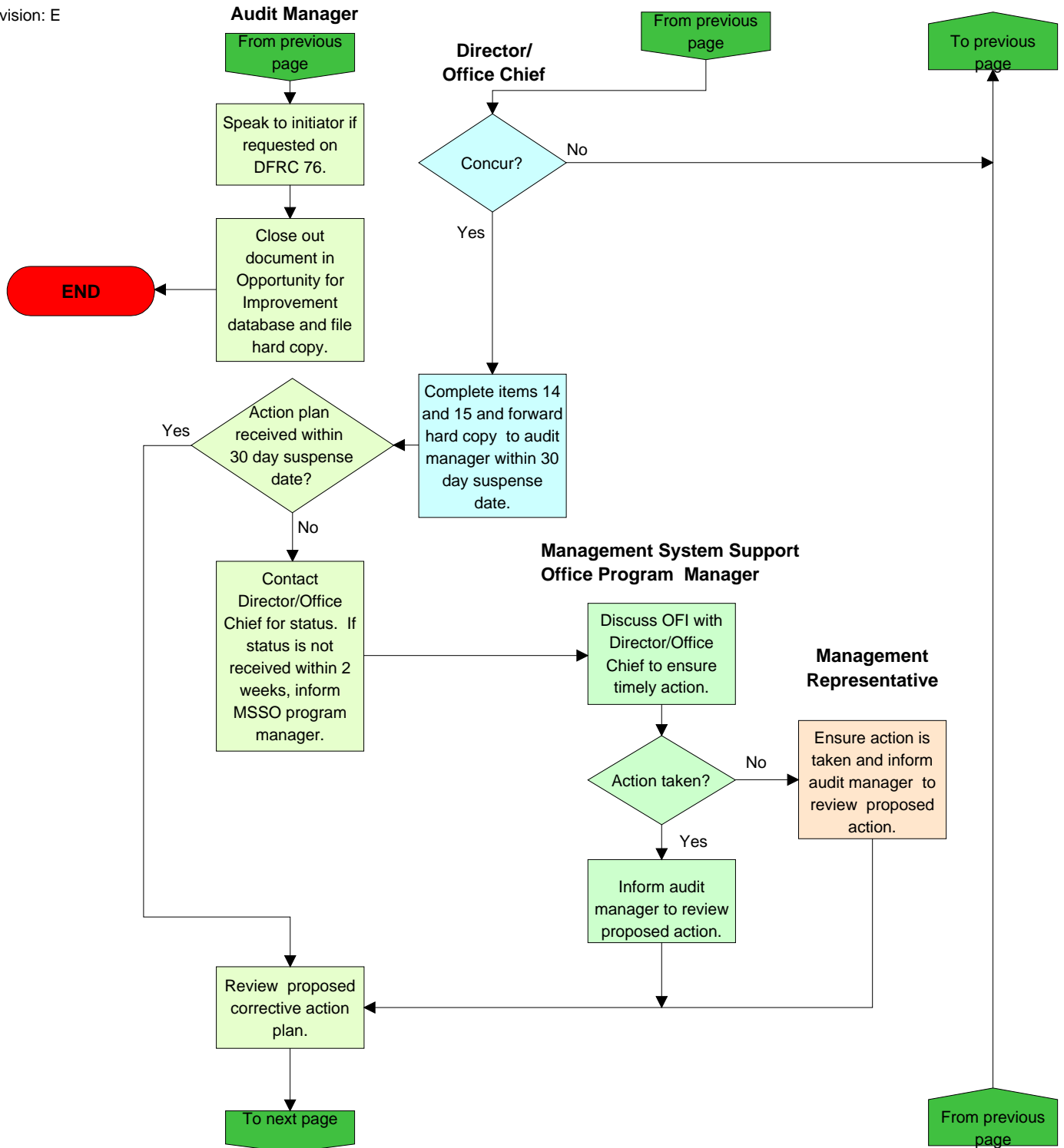
- Any manager at DFRC in receipt of a customer comment/ concern
- Any employee as a result of analysis of operation, documentation, data and records
- Management Representative as a result of management review process per DCP-X-015
- Audit Manager as a result of audit trend analysis

### Assignee

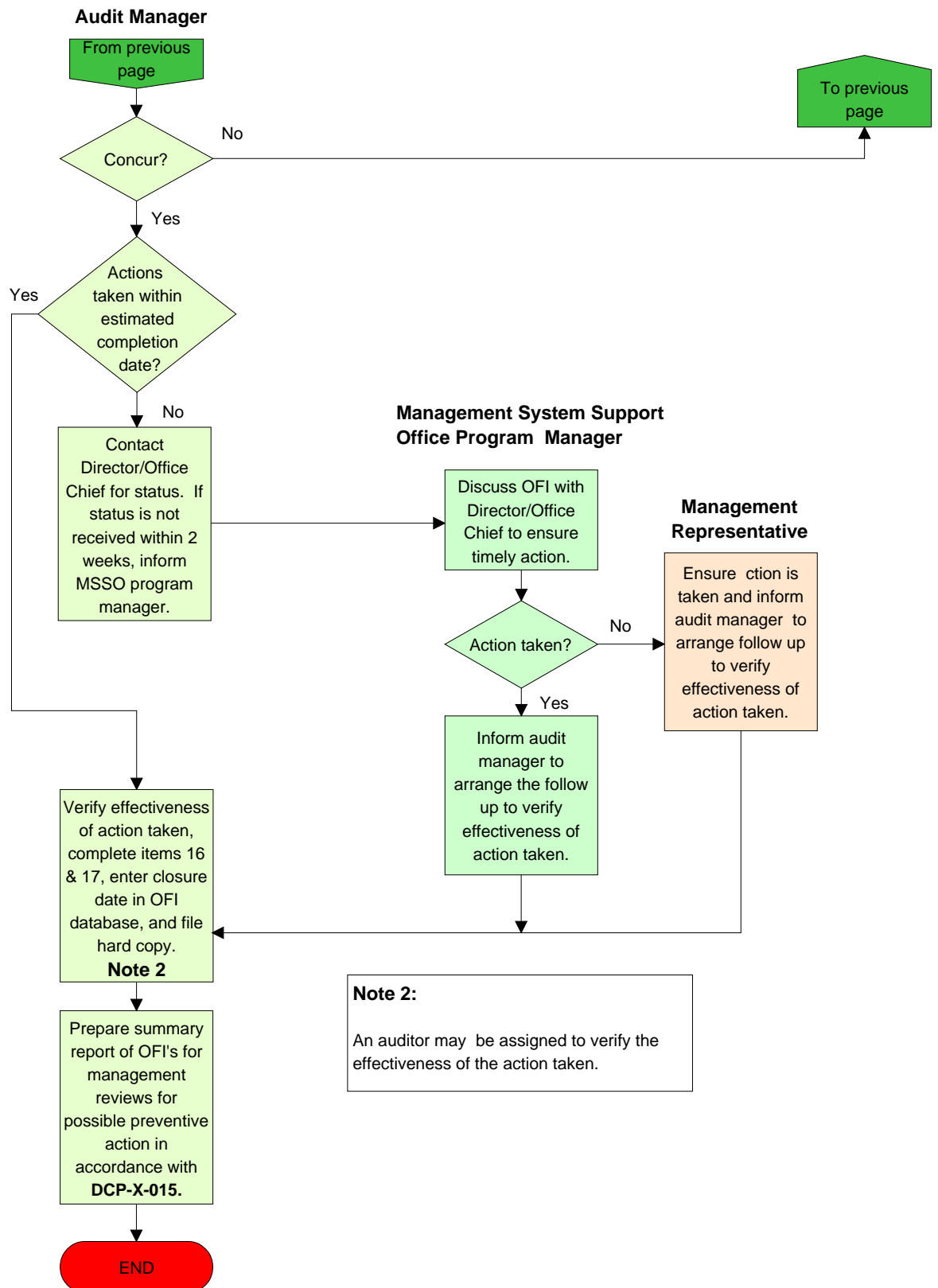


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## DOCUMENT HISTORY PAGE

This page is for informational purposes and does not need to be retained with the document.

DATE APPROVED	ISSUE	PAGE	AMENDMENT DETAILS
12/3/98	Baseline		
2/9/99	Rev A	1	Modified signature block from "Approved" to "Electronically Approved by", changed title, modified Note 1 and added Note 2.
3/1/99	Rev B	All	Major modification made to the flow chart
4/20/99	Rev C	All	Major modification made to the flow chart
9/30/99	Rev D	All	Page 1: changed title; revised 2nd objective; modified "Initiator" block; modified blocks 1 & 4 and added blocks 2 & 3 of "Audit Manager"; modified blocks 2 & 3 of "Director/Office Chief"; and block 2 of "Assignee". Page 2: modified block 2 of "Director/Office Chief"; modified blocks 6 & 7 of "Audit Manager"; and changed title of "MSSO Office Chief" to "MSSO Program Manager".
See IDMS Document Master List	Rev E	All	Established escalation system instructions, defined preventive action per ISO 8402, changed "MSSO Project Manager" to "MSSO Program Manager" throughout flowchart, and added links.

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